**Job Description**

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Title: Volunteer Coordinator

(Maternity Cover until Mar 2021)

Area: Supporting all TDAS Services

Reporting to: Services Manager

Hours of work: 22.5 hours per week

Salary/scale: £15,239 (FTE £25,060)

**Background**

Trafford Domestic Abuse Services (TDAS) is an independent voluntary organisation that has been operating since June 1990, is a Company Limited by guarantee and a registered charity. TDAS is the only specialist agency in Trafford who deliver services to women, men, children and young people who are experiencing or have experienced domestic abuse. We are funded for our services through various funding streams, and are in the process of looking for further areas of funding to enable us to extend the services we provide in the borough of Trafford.

**Purpose of the role**

To recruit, induct, train and manage the Volunteer team and the projects they are involved with to support all areas of TDAS service delivery.

**Main Duties**

* Recruitment and selection of volunteers, completing relevant checks, risk assessments and developing relevant policies and procedures
* Planning for volunteer retention and replacement
* Induction and delivery of volunteer training, volunteer handbook and [introductory programs](http://www.volunteer.vic.gov.au/manage-your-volunteers/induction-and-training/the-induction-process), regularly evaluating the program and ensuing up to date and relevant
* Arranging training and education opportunities
* Conducting individual and group supervision, performance review or evaluation
* Conducting a skills audit or organisational review.
* Developing ways to [recognise and reward volunteer efforts](http://www.volunteer.vic.gov.au/manage-your-volunteers/rewarding-and-recognising/awards-and-recognition)
* Promoting the recognition program
* Managing volunteer communications such as social functions, newsletters or social media.
* [Helping volunteers feel welcome and supported](http://www.volunteer.vic.gov.au/manage-your-volunteers/supporting-and-supervising/approaches-to-managing)
* Developing and managing policies, procedures and standards for volunteers
* Looking after the volunteer database and records
* Planning and goal setting
* Coordinating and organising volunteers
* Coordinating and delegating projects and tasks
* Managing any associated budgets and expenditure
* Communicating with people from diverse backgrounds
* [Resolving conflict](http://www.volunteer.vic.gov.au/manage-your-volunteers/supporting-and-supervising/settling-disputes-and-grievances) or managing the grievance process.
* Identifying risks and understanding their impact
* Developing policies and procedures that will eliminate or reduce those risks
* Implementing, promoting and evaluating these policies and procedures
* Maintaining current and appropriate Public Liability and Volunteer Personal Accident insurance policies.
* Support the Services Manager on reporting and delivery of Outcomes
* Keep daily recordings which are factual, accurate and up to date.
* Liaise and work in conjunction with key agencies ensuring that multi-agency work is undertaken as part of the process involved in the assessment and delivery of services
* Access regular feedback from volunteers and service users to ensure the continued improvement of services and support offered to children and young people by TDAS.
* To plan and manage own workload working on own initiative, often in times of crisis
* To be aware of, implement and keep up to date with Child Protection/Safeguarding Procedures in accordance with TDAS and Trafford Borough’s Child Provide a welcoming, safe, stimulating and inclusive environment in which children/young people can be supported, enjoy themselves, develop to their full potential and meet the requirements of Every Child Matters and current legislation.
* Work with TDAS team to promote and support the development of TDAS.
* Work to the standards laid down within the bounds of the Policy and Procedures of TDAS, including Equal Opportunities, Equality & Diversity, Data Protection, Child Protection and Safeguarding vulnerable Adults, Health & Safety and core service user policies at all times. This is not an exhaustive list and all other policies and procedures within TDAS must be complied with.
* Undertake any other reasonable duties as requested by the CEO and the Services Manager, commensurate with the grade and job title of the post.

**Person Specification**

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| **Volunteer Coordinator** | **ESSENTIAL** | **DESIRABLE** |
| **Skills & Knowledge** |  |  |
| 1. NNEB/NVQ level 3 or equivalent qualification in Health and Social Care, education, Training or Teaching 2. Minimum of two years experience of working with volunteers 3. Experience of working with people in a crisis situation, demonstrating strong crisis management skills 4. Knowledge and understanding of the effects of domestic abuse on men, women, children and young people and relevant legislation 5. Working knowledge of all relevant policy and procedures relating to Chid Care 6. Experience of managing a team 7. Understanding and knowledge of principles of undertaking risk assessment, support planning and delivery of services 8. Up to date knowledge of Health & Safety requirements 9. Detailed knowledge of Child Protection and Safeguarding 10. Working knowledge of all relevant Policy & Procedures 11. I.T./Computer literate 12. Report and letter writing 13. Excellent verbal communication and negotiation skills 14. Ability to maintain professional boundaries 15. Full driving licence and access to a car for work 16. Understanding of the domestic violence sector and the role and remits of statutory and voluntary agencies in the sector 17. First Aid Qualification | ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  **** | ****  **** |
| **Competency/Behaviour** |  |  |
| 1. Proactive 2. Compassionate 3. Non-Judgemental and positive attitude 4. Empathetic 5. Approachable, flexible 6. Time management 7. Committed to continuous improvement 8. Team player as well as an individual player 9. High level of self motivation 10. Service provisions of a high standard to all users 11. Excellent communication skills at all levels 12. Planning, organisation, implementation and evaluation 13. Communication with service users, team members, Board of Trustees and external agencies 14. Continuous improvement 15. Team work | ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  ****  **** |  |

**Additional Requirements**

The post holder will be required to liaise with –

CEO, Services Manager, Accommodation and Community Services Teams, Statutory, Voluntary Community Organisations and other professionals

**This post is subject to enhanced DBS disclosure checks**